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Lucas Obaid

SKILLS

HTML, CSS, Python, JavaScript, DOM Manipulation, Performance, Testing & Debugging, Object-Oriented, Programming, Problem Solving, Communications, Time Management, Efficiency, Management.

EXPERIENCE

Language Line Solutions – *Consecutive Interpreter/System Tester*

FEB, 2024 – FEB, 2025

- Testing and finding bugs on the platforms that interpreters use.
- Finding and reporting possible exploits in the behavior of the platform
- Creating custom DOM commands that test improvements of platform use.
- Live Interpreting (Translating) English and Arabic interchangeably.

Real Agent Helper – *CRM Manager*

JAN, 2023 – FEB, 2024

- Transitioning websites from outdated platforms to modern ones
- Enhancing website loading speed.
- Updating existing content and creating new web pages.
- Migration of over 100,000 contacts from an existing CRM to a new GoHighLevel account while filtering out invalid data.

Keller Williams Malaysia – *Real Estate Tech Associate*

NOV, 2020 – MAY, 2021 + SEP, 2021 – JUN, 2022

- Acquire, consolidate, and update databases of all contact information
- Assist in scheduling and automating social media post creation/posting
- Create learning material for the CRM, Ad manager, and design tools.
- Conducted training workshops for the company's software and general online best practices and showcased ways to optimize workflow.

Current Project: <https://lucasobaid.com>

A website I built recently on an old machine, using a LAMP stack.

Education: Self-Taught. I do it out of my passion for problem-solving and optimizing everything around me.

[Lucasobaid.com](https://lucasobaid.com)

EARLIER WORK EXPERIENCE

Flexiroam – *Technology Support*

MAY, 2019 – MAY, 2020

- Proactively addressed customer inquiries by analyzing and resolving complex issues through email and messaging platforms
- Delivering swift and effective solutions tailored to their specific needs.
- Leveraged strong programming skills to develop and implement technical solutions, including automating response workflows and enhancing customer support systems for improved efficiency.
- Collaborating cross-functionally with teams to enhance the Q&A Wiki forum.

SubHome – *Guest Service Agent*

SEP, 2017 – SEP, 2018

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Outlet Manager

SEP, 2019 – MAR, 2019

Shifted to service growth at a Homestay company (2 residential buildings, 1 hotel, expanding to 4 and 2 respectively).

- Managed calls, greetings, and reservations.
- Supported guest stays and special requests.
- Oversaw petty cash management and safekeeping.
- Organized appointments with maintenance and inspection.
- Conducted 1-on-1 training for new staff.

After a year of dedication, I managed the Alia Damansara hotel site in Damansara Perdana.

- Oversaw quality performance of Front Desk and Housekeeping teams.
- Trained new hires for front-end and back-end roles.
- Coordinated daily washable drop-offs/pickups.
- Managed consumable restocking and inventory sheets.
- Resolved guest issues swiftly with appropriate compensation.
- Arranged contractor maintenance for defective facilities.
- Built lasting guest relationships for repeat business.